

Is it time to rethink your approach to technology support?



Heterogeneous IT environments are connected and required to be 'always on'.

Your technology support is the essential piece in providing that availability to your business.

Is it meeting your business needs?

You have IT devices spanning different ages and manufacturers. How can you get the most performance, availability and return on investment from your IT environment? The right strategy will help you optimize your equipment, minimize downtime and lower total cost of ownership.

Without the right strategy, technology support can seem like an obstacle.

You need an ally that can help you simplify while delivering the most value.

Take the Test!

bit.ly/DataCenterMaturity

Interested in learning more?

Call us today: 866-426-4258

or visit: bit.ly/RethinkTechSupport

IBM

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Please Recycle

IBM Technology Support Services

outthink downtime



IBM

Finally, technology support that gets you there

One partner to support all of your IT equipment.



For over 70 years, IBM has been providing technology support services to clients. In this time, IBM has moved from the “break-fix” mindset of the past to a services integration model that provides a new level of value to our clients.

Did you know:

54%

of IT professionals are using six or more vendors to support their multiple devices¹, adding new complexity to their support.



Today, IBM Technology Support Services (TSS) supports your IBM hardware, software and your non-IBM hardware and software too:

- Data center equipment
- Networking and security devices
- End-user and mobile devices: printers, laptops, tablets
- Internet of Things devices (i.e. post-sales support)
- Industry solutions: Banking (ATM and branch office technical support); Retail and Healthcare

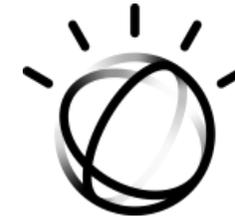
Support for over 30,000 IBM and non-IBM IT devices

Support for 27+ open source software packages

IBM Technology Support Services

Streamline and simplify your technology support environment

- **Vendor Agnostic:** TSS can be the **single point** of accountability for all your technology support needs - inside and outside the datacenter.
- **Premium Support with Differentiated Value:** TSS has **modular, flexible** support modules to allow organizations to expand and change with today’s always-on, dynamic enterprise.
- **World Class, End-to-End Support:** TSS provides **end-to-end support** including asset detection, monitoring, global parts logistics - 585 parts centers with 1.3M IBM and non-IBM parts - remote delivered services and onsite support all over the world - where you are.
- **Leading Edge Innovation with Analytics and Cognitive Computing:** TSS leverages **Watson**



cognitive computing and offers enhanced analytics capabilities/assets to help solve problems before they even happen: thereby providing clients **proactive and predictive** maintainance.

- **Passionate about technology:** You need the skills, experience and passion to get the job done - and innovate - with confidence. **Try us.**

1. IBM, *Technology Support Services Thought Leadership Study*, August 2016